



# **The Family Solution Finder**

## **Study Guide**



### **PHASE I**

IT'S ABOUT THE FAMILY DYNAMIC

#### **Seminar # 5**

Four primary support structures for a family



---

## *Introduction*

---

Imagine a healthcare system where everyone in the U.S. is a knowledgeable, savvy consumer of medical services and plays an active role in purchasing and consuming the services they receive. With the advent of healthcare consumerism – a movement to make the delivery of healthcare services more efficient and cost-effective – it may be here sooner than you think.

Healthcare consumerism transforms an employer’s health benefit plan, putting the economic purchasing power and decision-making in the hands of plan participants. In short, healthcare consumerism’s goal is to enable patients to become wholly involved in their healthcare decisions.

However, many plans don’t ask much of participants in terms of how they consume healthcare services. As a result, patients tend to pay little attention to cost since they only have minimal skin in the game. Furthermore, unlike buying a car or a new couch, patients generally don’t like shopping for healthcare or managing their own health information; instead, patients are “[eager to be cared for by an efficient and effective healthcare system that respects their preferences.](#)”

To make better decisions, healthcare consumers are increasingly expecting – and demanding – better information and more transparency from healthcare providers. They’re also asking for more of a partner relationship rather than a one-way dialog from medical provider to patient.

Review this document on-line as you prepare for this seminar:

<https://yourmindfulcompass.com/about/dr-bowen/differentiation-of-self-scal/>



---

*The four primary support structures for a family*

---

### **The 4 Primary Support Structures**

The family cannot go through this journey alone. They will require extensive support during their loved one's road towards recovery. This support will come from *four primary resources*. Unfortunately, there is no single resource structure that provides all four, (i.e. a case management company). In this journey although the family will learn they are not alone, just the same, they will need to become their strongest advocate. The family needs to see themselves as a *consumer of services* with purchasing power. This is a consumer type environment where the family is the consumer with purchasing power and the primary support structures (as resources) are selling their services for what the family will need.

Each entity has its own structure. These structures don't talk to each other, they don't collaborate unless within the same health system. In many cases accessing these structures can be very challenging. The problem is many of these resources do not understand the family's holistic needs. They are set up to provide just their services, but not necessarily for all the exact needs of the family. Because the support structure is complex, and the resources lack of understanding a family whole needs, it is best to use a model that can extract what the family needs from each resource.



#### **4 Primary Support Structures**

1. **The Family Support Structure:** The family members are their own, best resource support structure. They need to get educated, organized and networked. This is their responsibility.
2. **The Church Support Structure:** The Church is a resource support structure for the family members based on each individual member faith practice.
3. **The City/Community Professional Services Support Structure:** The Community (professional services, Medical, Govt agencies and Non for Profit) is a support structure for the family members, and their loved one.
4. **The School Support Structure:** The school is a support structure for the family unit. They have the capacity to create resiliency.



### **Aligning Expectations:**

These support systems are here to help the family, but they have expectations too. They expect when the family calls, they are prepared to use these services, the family understands what they need and has a clear understanding of the problem they are seeking to solve. Therefore, before you pick up the phone, take time to research what the agency offers, and match it to what your family needs. Do your homework and you will get more from the service provider.

### **Getting Organized:**

The family needs to see the value of *those who are here to help*. By having the providers resources proactively listed in their organization binder, they are planned and ready to use what is available. This is list of contacts with names, title, phone and email will be valuable when created ahead of the time. Consider purchasing the book: *The Substance Use Disorder Journey, It's Time to Get Organized*, by Roy P. Poillon on Amazon.com

---

## *Community Support Structures and the Family Plan of Action*

---

### **Identify What is Happening**

Communities have a great influence in families' lives. Just as plants are more likely to thrive in a garden with good soil and plenty of sunlight and water, families are more likely to thrive in supportive communities. The family is its own best resource for support. Once unified with a plan, the family can seek services and programs from the community that best match their needs.

1. In preparing, a family will find the best results from using the Nine by One worksheet listed Appendix One. This will provide the necessary steps to understand the organization and what they provide.
2. In the Needs inventory, the family will see exactly what they need. This clarity will help them to more clearly describe to others what services will help them the best.
3. The Services inventory will help the family identify what services are available where they can be found and how to access these providers.
4. The Family Plan of Action and Needs Matched to Services, this exercise will allow the family to act on the collected information. This knowledge will then be applied to a plan and become a source of empowerment. An empowered family is a powerful force as they seek to resolve their issues.



### **Create a plan by using a planning guide**

Supportive communities that are nurturing to families will have the following:

- List of their services, most likely you will find this on their website.
- Access to learn more about their organization, most likely a phone number, email address, on-line chat room is available.
- A point of contact that will answer questions, usually provided upon your request by calling them.
- A program application. Typically these forms require the applicant provide documents of proof based on their qualifying criteria. Sometimes finding these documents is stressful. It is better to have them organized before you need them.

All the above should be included to the family plan of action and in your “SUD, *It’s Time to Get Organized* binder.

### **Preparation is about taking baby steps**

As in building a house, it is important to have a good plan, hire the right people to help your prepare your work before getting starting. The same is true with a family in a journey with SUD.

- Expect things to move slowly in the beginning. The first step is to introduce your family to the organization, let them introduce their services.
- Let them review your information, while you review their information.
- The family will need to understand (clearly) how this organization or agency processes its work flow. Learn each step of their process.

It is only after taking these initial “Baby Steps” that a family will be in position to ask for help.

### **Share your plan**

- Set up a meeting to review with the organization how their services fit into your *family plan of action*. You will likely find them to be helpful in making other suggestions and these ideas may be in addition to your original thought. It helps them to help you when they know what you want to accomplish.
- Ask if their service provides any collaborative sharing between their clients, discussion groups, seminars or special topic discussions.



### **Use the family Plan of Action**

This is where your information becomes useful to the family members. Take each section and place your findings into your plan of action. By doing this, all your organizing activity becomes a useful tool. This step also allows other groups and people the same information so they can better help you in your tasks. People will be more able to help your family, if they have a clear understanding of what you family is planning to accomplish.

NOTES:



# **The Family Solution Finder Workbook**



*Families Impacted By Opioids*

Education, Caring, Networking

## **Learning Track 1**

THE FAMILY DYNAMIC

### **Seminar # 5**

**“The Family Support Structures in Addiction”**



**Learning Seminar #5**  
**“The Family Support Structures in Addiction”**

Instructor	Fifth stage of opening awareness about the family is to identify how the family is a system. Each family member needs to learn which support structure to use and when and how to access them.
Audience	Identifying what are the needs of the family and which structure will best help them meet these needs.
Exercise	Exercise #1: Take an inventory of their needs, Take an inventory of city, schools, faith groups and professional service providers.  Exercise #2: match inventory with needs. Include findings to the family plan of action.

**SEMINAR GOALS:**

1. The attendee will be able to name the four (4) primary family support structures.
2. The attendee will be able to identify organizations within their geographic area that provide services for the family to access within their geographic area.
3. Using the information identified within these exercises the family will complete their family plan of action with information needed to access services from the four primary family support structures.

Each member of the family contributes to the family system. Their contribution to this exercise can help to the work required by the family in contacting and researching each support structure.

When completing the plan of action and family can then have a member of the family assigned to become the residing expert on their assigned support structure. In this way the family will be working together towards a single purpose and outcome.





---

*The Family Support Structures in Addiction*

---

**Lesson One:** The Family is the Consumer

**Lesson Two:** Community Support Structures and the Family Plan of Action

---

*Extended Learning Video's*

---

**Video One** – Road to Recovery - Recovery Support (Full Episode) **Video Two** – Understanding Treatment Options

---

*Practical Exercise*

---

**Practical Exercise One:** What are your family needs?

**Practical Exercise Two:** Take an Inventory of Available Services

**Practical Exercise Three:** A NINE by ONE, Primary Support Structure Form

---

*Master Family "Plan of Action" items*

---

How will the family use their knowledge of the different family support structures?

How the family can learn more about the organizations in your community?



---

## Introduction

---

A family is a system, and in any system each part is related to all the other parts. Consequently, a change in any part of the system will bring about changes in all the other parts. (Brodrick, 1993; Klein & White, 1996)

Even if you haven't seen the statistics, you've likely felt a shifting of the sands. A change is underway that's reshaping the landscape of the mental health and addiction services industry: a rapid rise of consumerism in healthcare. But what will be the impact of consumerism on the Substance Use Disorder healthcare industry?

According to The IHC, Healthcare consumerism is defined as, "transforming an employer's health benefit plan into one that puts economic purchasing power—and decision-making—in the hands of participants. It's about supplying the information and decision support tools they need, along with financial incentives, rewards, and other benefits that encourage personal involvement in altering health and healthcare purchasing behaviors."

No longer content to let others make their decisions, and emboldened by the freedom of choice they enjoy in an ever more consumer-centric economy, consumers have emerged as the fastest growing payer in the industry. They are many. And they are powerful.

But they are also confused and frustrated, creating one of the major issues in healthcare today. And that's a situation no one can afford to ignore. (Primarily because the family are the ones who need to use it.)

***Families are increasingly prepared to interact with the medical industry as consumers rather than as passive patients. Through interactions with other services industries, a family's expectations about healthcare experiences have changed, we expect more transparency, accountability, performance reporting and greater-more timely access.***



---

## Lesson One: The Family is the Consumer

---

The nation is responding to the opioid epidemic by pouring money and resources into increasing access to addiction treatment. But these consumers of services are not examining the providers accountability of addiction providers to deliver quality of care. There are more than 14,000 specialty addiction treatment programs in the US. Although addiction can be treated with the same effectiveness as other chronic diseases, there is significant variability in how treatment services offer their addiction services.

Most of these programs are group counseling. We want to see providers offering a more comprehensive set of treatment types. For example: less than 20 percent of provider programs prescribe any of the four medications approved therapies to treat opioid or alcohol use disorders. As a result, families as the consumer/payor do not find these services available: The outcome is often, a third of patients discontinuing their treatment within two weeks of treatment initiation— this is far less than what is recommended. But no one is accountable, there is no structure to support adherence to a plan of treatment.

### A Family Report Card

The concept of consumer report cards is documented effective in providing the accountability and quality of health care providers services. It gets measured, it gets reported, it becomes available. The opposite is also true.

These initiatives provide immediate value to the family in helping them to select the right level of care from the right provider.

Public rating systems for mental health and addiction providers are used in other parts of the world, such as in the UK; however, not in the US.

What should consumers expect from purchasing addiction treatment services?

The first question a family needs to ask is “does the facility or treatment service provider view addiction and a chronic disease”. It is the position of most healthcare providers “*all addictions are best considered chronic illnesses affecting many organ systems but particularly the motivational, inhibitory, and reward circuits of the brain*”. In turn, it is reasonable to apply the same expectations of structure and support for addiction treatments as are commonly applied to the treatments of other chronic illnesses:

- 1. Reduction in key symptoms.**
- 2. Improvement of general health and ability to function.**
- 3. Education for both patient and family.**

The provider should be able to demonstrate their results in a quarterly outcomes report for your family to review. If not, you may want to consider a different provider. If they can not measure it, it is likely they do not manage it, come prepared to walk away.



The family will benefit providers are who are most likely to help them progress across these three areas of services: 1. Substance Use Disorders Assessments, 2. Mental Health Assessments and Medical Health Assessments. Their programs should state how this is included to their services. They should also be prepared to demonstrate how well they perform in this area.

Here are some areas for reporting by providers, ask for them:

Family Required Performance Measures:

- Screening for substance use disorders (SUDs) across medical care settings.
- Rapid access to appropriate SUD care.
- Personalized diagnosis, assessment, severity of disease level and a treatment plan.
- Engagement in continuing long-term outpatient care with monitoring and adjustments to treatment.
- Concurrent, coordinated care for Medical, Addiction and Mental Health illnesses.
- Access to fully trained and accredited behavioral health professionals.
- Access to FDA-approved medications.
- Access to non-medical recovery support services, (i.e. Peer to Peer, Housing, Job finding services).

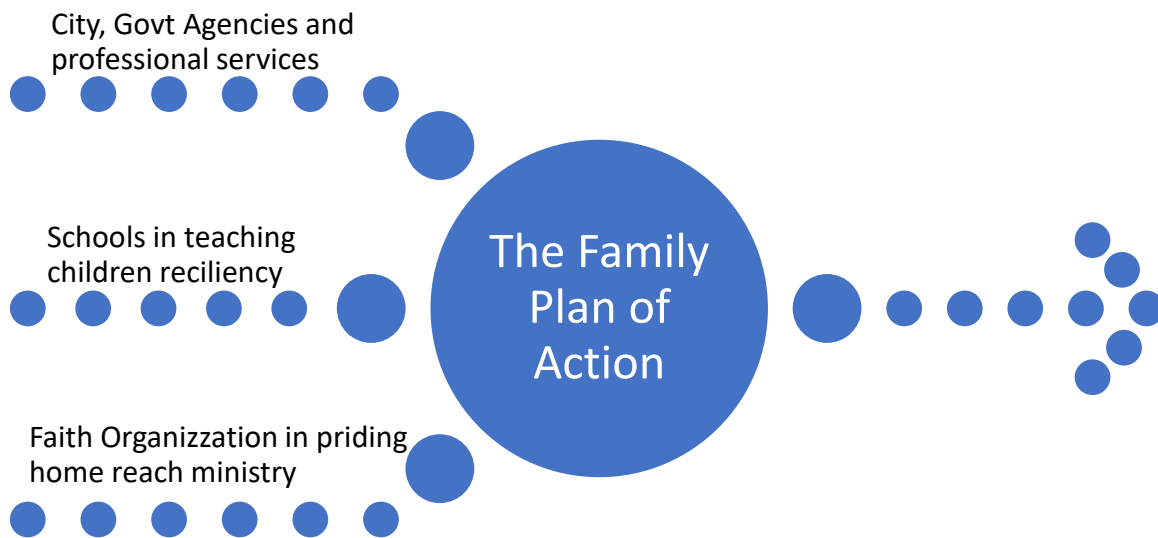


---

*Four Primary Support Structures*

---

**Four Primary Support Structures feed into the family plan of action**



It is through the family “*getting educated*” about what each structure offers, *organized* around how to approach these organizations to use these services and *networked* to put these services into action according to their family plan. We need to consider for the benefit of the family members, there are non-medical services which are important in supporting the family in their journey.

But the family first must know what it needs, prior to asking for help. An evaluation of family needs, by take an inventory of needs will be a helpful exercise.




---

*Practical Exercise One: What are your family needs?*

---

1. What is your need? \_\_\_\_\_
2. Prioritized: Urgent (now), Immediate (12-36 hrs), Soon (this week), In the future (month or more).  
Priority: \_\_\_\_\_.
3. Category of Organization Type (who can help) \_\_\_\_\_

**Category of Organization (who can help)**

CATEGORY)	Point of Contact	Phone Number	Email Address	Website
Medical Needs				
Mental Health Needs				
Addiction Treatment Needs				
Legal Needs				
Financial Needs				
Employment Needs				
Foster Care Needs				
Elder Care Needs				
Housing Needs				
Transportation Needs				
Child Care Needs				
Spiritual / Faith Needs				
Other				



## Family Support Structure Needs (Worksheet)

### I. Where to go to for help?

#### The City:

- Police
- Prosecutors Office
- Court System,
- Emergency Medical Services

#### County:

- Sheriff's Office
- Prosecutors Office
- County Jail system
- Family Services
- Job Services and Family Welfare
- Department of Mental Health Services
- ADAMHS Board
- Child & Human Health Services.
- Community Service Centers

#### Professional Services:

- Addiction Treatment Centers (Detox, Residential, IOP)
- Medical Professionals and Specialist
- Addiction Counseling
- Peer to Peer.
- Mental Health Family Therapy Networks

### II. School Services

### III. Faith Organizations



---

*Practical Exercise Two: Take an Inventory of Available Services*

---

**City Departments: Inventory**

<b>CATEGORY ()</b>	<b>Point of Contact</b>	<b>Phone Number</b>	<b>Email Address</b>	<b>Website</b>
Police Department				
Fire Department				
Quick Response Team Medical Service				
Legal Defense				
Prosecutor's Office				
Clerk of Courts Office				
City Jail				
City Social Workers Services				
Drug Court judges Office				
City Hospital				
Other				
Other				
Other				





**County Agencies: Inventory**

CATEGORY ()	Point of Contact	Phone Number	Email Address	Website
Sheriff Department				
Department of Mental Health				
Department of Human Health and Family Foster Services				
Job and Family Services				
United Way				
Clerk of Courts Office				
County Jail				
City Social Workers Services				
Drug Court judges Office				
Other				
Other				
Other				

**Professional Services: Inventory**

CATEGORY ()	Point of Contact	Phone Number	Email Address	Website
Medical Needs				
Mental Health Needs				
Addiction Treatment Needs				
Legal Needs				
Financial Needs				
Employment Needs				
Foster Care Needs				
Elder Care Needs				
Housing Needs				
Transportation Needs				
Child Care Needs				
Spiritual / Faith Needs				
Other				



**The School Systems: Inventory**

CATEGORY	YES	NO	MAYBE/Sometimes	To Coordinate with a Ministry
Teacher				
Police Service Office				
Guidance Counselor				
Regional Social Worker				
Family Therapist				
School Board Members				
PTA Association				
Coaches and Coaching Staff				
Librarian				
After School Program Directors and Staff				
Adult Supervised Clubs (at school)				
Peer to Peer Groups				

**The Faith Organizations: How you practice faith**

CATEGORY ()	YES	NO	MAYBE/Sometimes	To Coordinate with a Ministry
Do you attend church weekly				
Do you pray by yourself				
Do you pray with others				
Do you read the Bible				
Do you attend church events (non-retreats)				
Do you have close ties to a senior citizen family member				
Are your children engaged with church education or events				
Are you volunteering in a church ministry				
Would you allow a church member to come to your home				



Do you attend spiritual retreats				
Do you or have you participated in a bible study group				
Have you had a church ministry come to your home				
Do you feel called to volunteer or serve the needs of others in some way				



---

## *Lesson Two: Community Support Structures and the Family Plan of Action*

---

### **Identify What is Happening**

Communities have a great influence in families' lives. Just as plants are more likely to thrive in a garden with good soil and plenty of sunlight and water, families are more likely to thrive in supportive communities. The family is its own best resource for support. Once unified with a plan, the family can seek services and programs from the community that best match their needs.

1. In preparing, a family will find the best results from using the Nine by One worksheet listed Appendix One. This will provide the necessary steps to understand the organization and what they provide.
2. In the Needs inventory, the family will see exactly what they need. This clarity will help them to more clearly describe to others what services will help them the best.
3. The Services inventory will help the family identify what services are available where they can be found and how to access these providers.
4. The Family Plan of Action and Needs Matched to Services, this exercise will allow the family to act on the collected information. This knowledge will then be applied to a plan and become a source of empowerment. An empowered family is a powerful force as they seek to resolve their issues.

### **Create a plan by using a planning guide**

Supportive communities that are nurturing to families will have the following:

- List of their services, most likely found on their website.
- Access to learn more about their organization, most likely a phone number, email address, on-line chat room.
- A point of contact that will answer questions, usually provide upon your request.
- A program application typically requires the applicant provide documents of proof based on their qualifying criteria.

All the above should be included to the family plan of action.



---

*Preparation is about taking baby steps*

---

As in building a house, it is important to have a good plan, hire the right people to help and prep. Your work before starting.

- Expect things to move slowly in the beginning. The first step is to introduce your family to the organization, let them introduce their services.
- Let them review your information, while you review their information.
- The family will need to understand (clearly) how this organization or agency processes its work. Learn each step of their process.

It is only after taking these initial Baby Steps that a family will be in position to ask for help.

**Share your plan**

- Set up a meeting to review with the organization how their services fit into your family plan of action. You will likely find them to be helpful in making other suggestions and may be in addition to your original thought, now that they are empowered by knowing what you plan to accomplish.
- Ask if their service provides any collaborative sharing between their client base, discussion groups, seminars or special topic discussions.

**Use the family Plan of Action**

This is where your information becomes useful to the family. Take each section and place your findings into your plan of action. By doing this, all your organizing becomes a useful tool. This step also allows other groups and people the information they need to help you in your tasks. People will be more able to help your family, if they have a clear understanding of what you family is planning to accomplish.



## The Story

In this seminar the video's is the most valuable of what we are presenting.



**ASSIGNMENT VIDEO: On [www.youtube.com/](http://www.youtube.com/)**

**Search Title:** Road to Recovery - Recovery Support (Full Episode)

**Link:** [www.youtube.com/watch?v=4LX5VD19oSI](http://www.youtube.com/watch?v=4LX5VD19oSI)

**Duration: 59.53 min**

Road to Recovery - Recovery Support (Full Episode)

250 views

10SHARESAVE



Published on Feb 11, 2016

Recovery Support: Collaboration, Coordination, and Recovery Management Wednesday, June 1, 2011

This show addresses the elements that contribute to long-term recovery and how advances in improved collaborations, service coordination, and recovery management have led to more effective systems of support. The show also highlights effective models for providing this support, such as recovery-oriented systems of care (ROSC), peer-to-peer support, and recovery-related resources.

Call SAMHSA's National Helpline, 1-800-662-HELP (4357) or visit <http://samhsa.gov/treatment> for free and confidential information on prevention and treatment referral. Please visit <http://www.recoverymonth.gov> for more information. This video can also be viewed on the Recovery Month website: <http://www.recoverymonth.gov/road-to-...> Comments on this video are allowed in accordance with the HHS and Recovery Month comment policies:

<http://www.recoverymonth.gov/about/so...>



---

*Practical Exercise Three: A NINE by ONE, Primary Support Structure Form*

---

Nine Questions to One Issue

Questions to ask the organization:

1. **Who are you:** \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Website: \_\_\_\_\_

Primary Point of Contact Name & Title: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**2. What do you offer:**

Medical Services: \_\_\_\_\_

Mental Health Services: \_\_\_\_\_

Addiction Services: \_\_\_\_\_

Social Services: \_\_\_\_\_

Family Services: \_\_\_\_\_

Legal Services: \_\_\_\_\_

Child Services: \_\_\_\_\_



**3. When do you offer it?**

Hours: \_\_\_\_\_

Episodic: \_\_\_\_\_

Continuous Care: \_\_\_\_\_

Required Physician's Referral/orders: \_\_\_\_\_

**4. To whom do you offer it:**

Gender: \_\_\_\_\_

Age: \_\_\_\_\_

Economic Status: \_\_\_\_\_

Geographic Boundaries: \_\_\_\_\_

Bi-Lingual \_\_\_\_\_

**5. Where do you offer it?**

Facility/Residential: \_\_\_\_\_

Home Based: \_\_\_\_\_

Out-Patient: \_\_\_\_\_

**6. How do you offer it?**

Initial Intake, Start of Care or Application: \_\_\_\_\_

Delivery Process, (step by Step): \_\_\_\_\_

Discharge Requirements: \_\_\_\_\_





**7. How does one qualify for it?**

**Qualify:**

Acceptance criteria: \_\_\_\_\_

Documents required for qualifying: \_\_\_\_\_

**Cost:**

Amount charged for each service: \_\_\_\_\_

Frequency of charges: \_\_\_\_\_

Types of payments: \_\_\_\_\_

**8. How will I use it?**

What part of the family Plan of Action does this belong in:

\_\_\_\_\_

Assign to for action steps: \_\_\_\_\_

Timeline for Start & Finish: \_\_\_\_\_

**9. What should we expect from using it?**

1<sup>st</sup> Expectation: \_\_\_\_\_

2<sup>nd</sup> Expectation: \_\_\_\_\_

3<sup>rd</sup> Expectation: \_\_\_\_\_



---

*Needs Matched to Organization & Services*

---

<b>Category of Service Need</b>	<b>Organization Name:</b>	<b>Service Provided:</b>	<b>Assigned to Family Member:</b>	<b>Completed By:</b>
Medical Needs				
Mental Health Needs				
Addiction Treatment Needs				
Legal Needs				
Financial Needs				
Employment Needs				
Foster Care Needs				
Elder Care Needs				
Housing Needs				
Transportation Needs				
Child Care Needs				
Spiritual / Faith Needs				
Other				



Continue Your Study

**The Family Solution Finder, Study Guide and Workbook**

**1. Learning Track One is about The Family: It's all about the family dynamic**

*Here the family learns about itself*

**2. Learning Track Two is about getting the family educated**

*Here the family learns about the individual and their disease*

**3. Learning Track Three is about getting the family organized**

*Here the family prepares for the demands that typically present in the journey of addiction*

**4. Learning Track Four is about getting the family networked**

*Here the family prepares a path to those known organizations they will likely need to access in the future.*

**5. Learning Track Five is about creating a family “Plan of Action”**

*In an ever-changing design, the plan of action is a place for the family to act as one with a single purpose to meet the goal of their family.*